



# EQUASS Newsflash

Welcome to the seventh issue of the EQUASS newsflash! This publication is an initiative of the European Quality in Social Services to provide you with regular updates about the most recent developments and achievements of the EQUASS System.

## Introducing a new ESF project in Estonia



The EPR has signed a contract with Astangu Rehabilitation Centre for improving the quality and effectiveness of rehabilitation services in Estonia with the view to enhance employability and inclusion in society for people with disabilities. The project is funded by the European Social Fund and was initiated and supported by the Estonian Ministry of Labour. The Estonian ESF project aims to pilot the EQUASS Assurance programme with

five rehabilitation service providers in Estonia. Moreover, the project intends to raise awareness on quality of rehabilitation services to a wider sample of sectoral stakeholders, and to build capacity for a further roll-out of EQUASS throughout Estonia in case of a positive evaluation.

Jan Spooren and Guus van Beek contributed to the Opening conference on the 25 March 2010 in Tallinn. On 26 and 27 April 2010 an Induction Training will be offered to the pilot sites and relevant

stakeholders. The project runs until December 2011.

For more information, contact Guus van Beek ([equass@xs4all.nl](mailto:equass@xs4all.nl)) or Eleanor Brown ([eleanor.brown@epr.eu](mailto:eleanor.brown@epr.eu)).

## EQUASS in Oslo: auditor training and AVRE national conference

On the 13 and 14 January 2010 a new cohort of participants undertook a training session in auditing organisations for EQUASS Assurance. The training took place along side the National Conference of the Association for Vocational Enterprises (AVRE) in Norway. At the conference all Norwegian EQUASS certified organisations in 2009 were congratulated by NAV, the National Agency for Labour. Guus van Beek gave his contribution to this conference by offering a lecture on the opportunities and requirements for EQUASS Excellence certification.

### Upcoming EQUASS events and contributions

- **16 April 2010:** Induction programme, Koln, Germany
- **26-27 April 2010:** Induction programme, Tallinn; Estonia
- **19 & 20 May 2010:** EQUASS Consultancy training, Porto, Portugal
- **19 & 21 May 2010:** EQUASS in Practice partnership meeting, Vilnius, Lithuania
- **Spring 2010:** EQUASS Consultancy training, DE
- **Summer 2010:** EQUASS Excellence Auditor training, Brussels, Belgium
- **Autumn 2010:** EQUASS Assurance Auditor training, Porto, Portugal

### New EQUASS Assurance Certified Organisations

* Pluryn De Seyshuizen	* Mindus AS
* Mølla Verksted as	* Kanmer AS
* Østfold Kompetansesenter as	* Vekst Oppdal AS
* Tromsprodukt AS	* A2G (A2G Bemanning, A2G Eiendomsdrift, A2G Profilering, A2G Logistikk, A2G Grafisk)
* Tepas Personal AS	* Vekst Melhus AS
* Topro AS	* Lofoten Industrier AS
* Dias	
* Trollheim Vekst	
* Vesteralen Vekst	

## Meeting APQ and União das Misericórdias

On the 8 February 2010 Guus van Beek visited the União das Misericórdias (UMP) in Lisbon. The UMP is considered to be the most important organisation providing social services in Portugal. The UMP integrates and coordinates approximately 400 institutions in the areas of aging, health, childhood and youth and poverty. The UMP has asked the

Portuguese Association for Quality (APQ— the EQUASS License Holder in Portugal) to advise them in the quality developments at UMP.

In a meeting organised by APQ the EQUASS concept of quality and the opportunities for quality certification were explained and discussed.



## EQUASS Certification in the Seyshuizen (The Netherlands)

At 21 and 22 January 2010, Plurn de Seyshuizen in the Netherlands successfully completed the implementation of the EQUASS Assurance system.

Plurn de Seyshuizen, a part of the Plurn organisation, provides a unique evidence based service for children with eating disorders and other related behavioural problems.

The service and therapies are developed with the scientific support of the Radboud University of Nijmegen and have a proven track record of achievements and results for its clients.

The EQUASS Assurance certificate was handed out by Prof. Dr. Robbert Didden, expert in Intellectual disabilities, learning and behaviour of the Radboud University.



Congratulations to the Seyshuizen for this achievement!

## Developments in Prometheus Building national capacity & CEN workshop 51

The Prometheus project addresses various aspects of quality: definition, measurement, assessment and improvement of quality of Social Services of General Interest (SSGI). The project also involves EU countries in building capacity and piloting.

It is in that context that an EQUASS Assurance auditor training was organised in Portugal on 7 and 8 April 2010. 25 participants from 4 different sectors and 12 nationalities attended. The training was intended to built up capacity in auditing the 9 Prometheus pilot sites. Representatives of the pilots and project partners were invited to

attend so they could anticipate on the way the external audit will be carried out. The evaluation showed that training was highly appreciated by all participants.

### CEN Workshop 51 developments

The experiences, challenges and results of implementing the Common Quality Framework for Social Services of General Interest (CQF for SSGI), developed in the framework of the CEN Workshop 51, will be discussed and integrated into the final version of the CQF.

The draft CQF for SSGI will be available for public consultation until **28 of May 2010**. All who are interested are invited to send in their contributions and comments to [equass@xs4all.nl](mailto:equass@xs4all.nl).

Two additional meetings of the CEN Workshop will take place in 2010: on **7 June** and on **13 September**. Those meetings will be the occasion to learn about the process and intermediate results of Prometheus, with the finality of approving the final CQF for SSGI.

For more information about Prometheus, visit <http://prometheus.epr.eu>.

## EQUASS new team members



Eleanor Brown joined EPR in February 2010 as **EQUASS Coordinator**. Along with a degree in Business Studies and an MSc in Gender and International Relations, Eleanor has experience of managing projects in both the public and private sector in the UK.

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As **Communications and PR Assistant**, Julie Buttier has taken over all communication aspects of EQUASS, and provide organisational support for the trainings and events.

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## EQUASS in Practice Manual

Based on the experiences with companies which implement a QA-system according to EQUASS Assurance the EQUASS in Practice project identified a basic need: Social Service providers need information about how to understand the EQUASS requirements, the intention behind these requirements and why a specific point is a necessary requirement.

For addressing this need, the EQUASS in Practice project is developing a manual explaining the EQUASS quality principles, the criteria and the indicators. In addition to this tangible outcome the project has translated the core EQUASS documents into the national language of the project partners and has worked to identify and establish Local Licence Holder in each of the countries of the project partners.